

## EAST Search History

| Ref # | Hits  | Search Query   | DBs             | Default Operator | Plurals | Time Stamp       |
|-------|-------|--|-----------------|------------------|---------|------------------|
| L1    | 19514 | (customer or client) near8 (trouble or ticket or report)                 | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:10 |
| L2    | 151   | l1 near8 (unresolv\$3 or aged or old\$3)                                 | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:11 |
| L3    | 106   | l2 and (@ad<"20010130" or @rlad<"20010130")                              | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:11 |
| L4    | 8     | l2 same (agent or representative)  | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:12 |
| L5    | 0     | l4 and (@ad<"20010130" or @rlad<"20010130")                              | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:12 |
| L6    | 121   | l2 and (agent or representative or help near2 desk or call near2 center) | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:13 |
| L7    | 98    | l6 and (@ad<"20010130" or @rlad<"20010130")                              | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:13 |
| L8    | 1     | l2 same (help near2 desk or call near2 center)                           | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:19 |
| L9    | 0     | l2 same (urgency or immediate or importan\$2)                            | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:20 |
| L10   | 119   | l2 and (urgency or immediate or importan\$2)                             | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:20 |
| L11   | 98    | l10 and (@ad<"20010130" or @rlad<"20010130")                             | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:21 |
| L12   | 285   | ticket near4 (unresolv\$3 or aged or old\$3)                             | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:23 |
| L13   | 19    | l12 and (help near2 desk or call near2 center)                           | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:24 |
| L14   | 5     | l13 and (@ad<"20010130" or @rlad<"20010130")                             | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:24 |
| L15   | 1125  | trouble near2 ticket   | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:25 |
| L16   | 358   | l15 and (help near2 desk or call near2 center)                           | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:25 |
| L17   | 105   | l15 same (help near2 desk or call near2 center)                          | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:25 |
| L18   | 46    | l17 and (@ad<"20010130" or @rlad<"20010130")                             | US-PGPUB; USPAT | OR               | ON      | 2008/11/05 20:25 |

11/5/08 9:37:30 PM

C:\Documents and Settings\pwinder\My Documents\EAST\Workspaces\Default EAST Workspace (Flat Panel).wsp